

We claim:

Sub B1

1 1. A method of providing communication control functionality to at
2 least one communication device located at a remote location comprising the
3 steps of:
4 receiving log in information at a server via at least one communication
5 network,
6 verifying the log in information;
7 obtaining origination address information for the at least one
8 communication device; and
9 establishing a communication link between the at least one
10 communication device and a merchant system, said merchant system providing
11 the communication device with communication control functionality by providing
12 via the at least one communication network said communication control
13 functionality to said at least one communication device to said origination
14 address.

1 2. The method according to claim 1 wherein the communication device is
2 capable of processing voice and data communications.

1 3. The method of claim 2 wherein said communication control
2 functionality includes a call control page which is sent from the merchant system
3 to the communication device, the call control page providing the capability to
4 process voice communications by using selectable communication control
5 commands.

1 4. The method of claim 3 wherein the communication control commands
2 include conferencing capabilities.

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1 5. The method of claim 3 wherein the communication control commands
2 include transferring capabilities. (can list all call control features)

1 6. The method of claim 1 wherein said communication device is a
2 computer.

1 7. The method of claim 1 wherein the at least one communication network
2 is a data network.

1 8. The method of claim 7 wherein the at least one communication network
2 is the Internet.

1 9. The method of claim 1 wherein said at least one communication
2 network includes a cable network.

1 10. The method of claim 1 further comprising the steps of:
2 receiving a communication from a third party at the merchant system;
3 determining if the communication device is available to receive the
4 communication;
5 if the communication device is available forwarding the communication to
6 the communication device.

1 11. The method of claim 10 further comprising the step of:
2 forwarding a merchant application page to the communication device, said
3 merchant application page containing information pertaining to the third party.

1 12. The method of claim 11 further comprising the step of:
2 receiving a URL from the communication device that corresponds to a
3 particular page and forwarding that URL to the third party.

1 13. The method of claim 11 further comprising the step of:
2 receiving a URL from the third party that corresponds to a particular page
3 and forwarding that URL to the communication device.

1 14. The method of claim 1 wherein said communication link between said
2 at least one communication device and said merchant system comprises one
3 communication line.

1 15. The method of claim 1 wherein said communication link between said
2 at least one communication device and said merchant system comprises two
3 communication lines.

1 16. The method of claim 15 wherein one of said two communication lines
2 carries voice signals and a second of said two communication lines carries data
3 signals.

1 17. The method of claim 15 wherein said at least one communication
2 network is a broadband network.

1 18. The method of claim 17 wherein said at least one communication
2 network is a cable network.

1 19. A method for processing communications to at least one
2 communication device over at least one communication network, said at least
3 one communication devices being logged into a merchant system, said at least
4 one communication device being capable to receive voice and data
5 communications, said communications originating from one or more third party
6 devices, each third party device being identified by origination information, the
7 method comprising:
8 receiving a communication request to connect to a communication device
9 associated with the merchant system;
10 determining the availability of the at least one communication device;
11 routing the communication to an available communication device;

12 forwarding to the available communication device information relating to
13 the third party associated with the third party device that originated the
14 communication; and
15 providing the available communication device with control functionality,
16 said control functionality being able to control the interaction between the
17 communication device and the third party device.

1 20. The method according to claim 19 wherein said communication:
2 request is a telephone number.

1 21. The method according to claim 19 wherein said communication
2 request is a URL address.

22. The method according to claim 19 wherein said step of determining
the availability of a communication device further comprises the steps of:
determining which communication devices are logged in to the merchant
system;

5 determining which of the logged in communication devices are available to
receive communications; and

forwarding the communication to an available communication device.